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ABSTRACT

Central Oregon Community College conducted telephone surveys of 12 postsecondary institutions in California, Colorado, Oregon, and Washington to gather information on off-campus housing referral services. General findings, based on survey responses and materials sent by the student services departments and housing administrators at the colleges, included the following: (1) of the 12 institutions contacted, 11 indicated that their off-campus student housing referral services were not directly administered by their housing departments; (2) 11 of the institutions contacted employed student work-study personnel to work at off-campus student housing referral operations; and (3) 4 of the 12 off-campus housing referral operations contacted operated computer-based databases. The document gives a description of each of the college's referral services, which included publications and information sources available upon request, the name and number of persons to contact for information, student and landlord legal services, and a description of the types of housing listings. How these listings are acquired, the methods used by schools to advertise housing listings, and a description of the database are included. (WJT)

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Survey of Student Off-Campus Housing Referral Services

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Survey of Student Off-Campus Housing Referral Services

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We have noted our findings from our telephone surveys of twelve colleges and universities that have off-campus student housing referral services to assist us in making our own decisions on off-campus student referral planning. The following information is based on our telephone surveys and on materials sent to us by participating student services departments and housing administrators.

Of the twelve (12) institutions contacted eleven colleges and universities indicated that their off-campus student housing referral services are not directly administered by their housing departments. At one university, Colorado State University, Fort Collins, housing hired a coordinator of apartment life and renter service person (a student representative at the Student Union center) to run their off-campus housing data base. This is a state-of-the-art referral system (see below).

Eleven (11) institutions contacted often employ student work-study personnel to work on all aspects of off-campus student housing referral operations: for example, listing and advertizing of off-campus student housing, make listings of available housing to students and conducting periodic (monthly, quarterly, yearly) surveys with landlords.

Four (4) out of twelve (12) college and university off-campus student housing referral services contacted operate state of the art computer data bases: Colorado State University, Portland State University, Seattle University and Stanford University. **Oregon State University discontinued its computerized off-campus sudent housing referral services due to high cost of running data base system. The University of Oregon is preparing to institute a computerized off-campus housing referral service.**

The Stanford University off-campus referral service has one of the most sophisticated referral system on mainframe data base Folio Systems going which has the capability of accessing many parameters of cross-referencing and roommate matching bases. (Refer below)

Admittedly, the survey we have conducted is nowhere complete at this time. Our main interest in making the survey in the first place was to gather information for our own Student Services Division to answer some in-house questions our administrators posed to us concerning local housing availability. Therefore, we wished to consult as many northwest college/university referral resources as seemed practable in order to plan our own off-campus student housing referral system to accommodate growing student populations (traditionals/non-traditionals). We have observed that there are no two referral systems that follow the same or even similar procedures in conducting the business of finding housing for students. Moreover there seems to be an urgency on our campus as well as on other campuses with each passing term/semester as the off-campus housing crunch intensifies. We would like to add to the confusion by providing referral guidelines for other housing administrators and student services departments. We would also anticipate that student services people would want to add to our incomplete compilations.

Off-campus Student Housing Referral Survey

by Frank Ross & Kaaren E. Black

Colleges and Universities Consulted:

* **Colorado State University , Fort Collins, Colorado** (Ph* 303 491-6511). X 313). Contact person, Alfred Flores, Coordinator of Apartment Life and Renter Service, ASCSU Renters information, Lorrie Student Union: Service requires that all off-campus housing must meet Colorado state code of habitation. All landlords must sign a non-discrimination form; all listings for off-campus housing (rentals) are on an integrated form. The system is on mainframe (DBMS-software Wang PC). System has 40 parameters in program including capacity to cross-reference housing data and match-up abiltiy for all categories of student housing requests. Housing coordinator is working on an evaluation system utilizing statements from student response file. Mr. Flores has sent all available forms for listings, and non-discrimination disclaimer. There is a complete description of program and services available to the students at Colorado State University. Materials from Mr. Flores are very comprehensive and cover all bases of off-campus referral programs including many types of forms useful in initiating off-campus student housing referral systems.

Description of housing referral instruments available on request:

- *ASCSU Renter's Information Packet -includes all necessary information for students who want to live off-campus: "One of our best-known services is the automated off-campus listing file . This file contains current listings od private properties available for rent, organized into the following categories: Rental to share (roommate wanted); room in home;O Apartments; condominums and townhouses, Duplexes and Mobile homes. We also list available roommates who are looking for a place to live."*
- *Legal services available through the Division of Student Affairs.*
- *-Phamplet titled "Welcome to Fort Collins"*
- *-Landlord's guide "How To Rent Out a Room In Your Home"*
- *-FCAA Model Lease*
- *- Bulletin titled "Service in Action": Simple Home Modifications for the Disabled*
- *-Student "Budget Workbook" "Rental Checklist, " "Evictions and Landlord Liens."*
- *-Renter's Insurance information packet*

*** The Stanford University, Palo Alto, CA.** Contact person for off-campus housing referral service is Jenifer Padea [Ph# (415) 725-2969 or 723-3906]. Jenifer will send student housing information including off-campus listings to all prospective students. According to information received Stanford's off-campus housing referral system is on Folio System (mainframe data base). This referral data base is state-of-the-art in student off-campus housing referral systems.

Description of student housing referral instruments available on request include:

-An Introduction to Folio: Scorates
Other Bibliographic Files
Academic / Advising Files
General Public Information
- How to Use these Terminals: housing information includes
Off-Campus Housing File
Print Instructions
Folio-Access to University Data Resources (including password)
How to connect the Data Center (with user agreement)

* **Seattle University, Seattle, WA** (Ph# 206 296-6565). Contact Campus Assistance, Connie Montgomery. Connie has a data base (R-5000) program created for student rental service. This service is a resource. She doesn't have any agreements with participating landlords. "The less involved the school is, the more acceptable it is to both the landlord participants and the school" is Connie's experience. She does a once-a-year survey with landlords to update the data-base files. She also uses a board for placing rental notices advertising apartments, rooms in homes and shared dwellings. Service is not part of Seattle University's housing administration.

Description of student housing referral instruments that are available on request include:

-The Apartment Hunting Guide (follows the format of Off Campus Survival Guide, published by Iowa State University, 1987).
- indexes glossary of legal terms frequently found in leases
- section of budgeting expenses for new renters
- landlord agreement statement
- community bulletin board fill-out form and map of area

* **University of Washington, Seattle, WA** (Ph# 206 543-8997). Contact Student Affairs, Ned Hanna. Ned will send information regarding off-campus housing services and how they are organized. Service is not on computerized system. Off-campus rentals are advertized on a board in the Student Union Building and displayed under three titles: apartments, rooms and houses, and shared dwellings. Rental notices are posted on board and updated every other week. Service personnel seek out private sector housing only in summer months for Fall listings. Service is separate from Housing Administration. Students using service have a handbook available and other materials on finding off-campus housing.

Description of student housing referral instruments available on request including:

- *Booklet titled* Renting-a-Roost. *Ned Hanna says "Renting-a-Roost is distributed from our office [Student Housing Affairs, HUB 105], sent to anyone interested, sent to departments, and to incoming graduate students. Our office staff prepares the booklet in conjunction with U. W. Legal Services and the state Attorney General's office. It is printed every two years at around 3,000 a run."*

  Contents of pamphlet include sections on:

  Where to look for housing
  Different Living Situations...What to Expect
  Looking for Housemate, Roommate, Apartmentmate
  How to Furnish for Peanuts
  Know Your Landlord
  Landlord-Tenent Act
  Discrimination clauses
  The Seattle Housing Code

- *Fill-in forms for students looking for off-campus housing to post on bulletin board in Student Union (HUB) under these titles:*

  Shared Housing
  Non-Shared Housing
  Housing Wanted

- *Studetn Housing Affairs Information sheet (includes tips on how to contact rental services and landlords).*

* **Central Washington University, Ellensburg, WA** (Ph#(509) 963-1693) Contact person is Dan Sudish, Student Association. Associated Students of Central Washington University publish their own listings of apartments available at beginning of every school year. The guide to off-campus student apartments contains instructions on how to find rooms in apartments, what the going rates are for apartment flats and whether students can have pets, children, etc. A yearly survey of vacancies in both college-owned and private sector apartments is run off and a listing is published in a 6-page guide booklet. Dan will send the booklet to anyone interested in see these listings.

Description of student housing referral instruments are available on request.

* **University of Oregon, Eugene, OR** (Ph#686-3731). Contact Chris Chewpa, Manager, off-campus referral service (Office in Student Union). Chris says the Housing departrment is in process of re-organizing entire off-campus referral system. Will be on main frame data base when complete. Service accepts only state coded habitations. Service posts a disclaimer of on sight visits. This service has separate listing forms for apartments, rooms and shared dwellings available to students. Landlords must sign a non-discrimination clause in their rental agreements with students. Chris is sending all pertainent forms used in his service. Service is separate from housing administration, but under UO's housing budget to provide stable funding.

Description of the student housing referral instruments that are available on request include:

-Housing Handbook: Rental Information Office

Contents: Types of housing available, general Rental inforamtion, How to Look for Housing, city map (centerfold), Landlord and Tenant Agreements

-Inventory and Condition Report: "This inventory and condition report extensively details the contents and conditions of a typical dwelling. Its purpose is to help insure the fair usage of the security, cleaning or damage deposit. Deposits are the most common dispute[s] between landlord and tenant."

-Property Agent Registration/Statement of Compliance form

-Roommate Registration/Compliance form

-Posting cards for landlords and home owners and students as follows on 5" X 4" cards color-coded:

For Rent (blue card)
Roommate Wanted (yellow card)
Room for Rent (green card)
Group Living (orange card)
Quad for Rent (tan card)

-According to Chris "...each posting card receives a registration number which is kept in a Register in the office. This register (a three ring binder with tab dividers) is kept up-to-date so as to show the cards currently posted on our bulletin boards, how long each card remains on the boards and when each card is removed."

*** Oregon State University, Corvalis, OR** (Ph# 737-4771) Contact persons are Jean Duffy, and Nancy Vanderpool, Assistant Dean of Students, Off-Campus Referral. They offer four separate forms for apartments, rooms, shared dwellings and roommates wanted, posted in two difference places: Student Union and Administration Building. They compile a booklet listing off-campus housing availibility for students who request by mail. Information on off-campus housing was available on data base system, but equipment was phased out. According to Nancy Vanderpool, this system was not cost-efficient because the input time was considered too time-consuming; therefore, the operation was discontinued. In Corvalis there is an off-campus private sector roommate referral service that charges $45.00 per student. College housing is administered by the Dean of students Office. Referral service is not directly associated with housing administration.

Description of student housing referral instruments are available on request.

*** Portland State University, Portland, Or** (Ph# 725-4402) Contact person is Andy, manager of Student Resource Center. Landlords call in information and listings are typed into a data base file. The Student Center Bulletin board displays listings. Computer printout listings for students from out-of-state are made available on request basis. No college agreement contracts are made between landlords and University. Service follows the rental regulations of City of Portland. Students can get legal

advisement regarding entering into rental contracts with landlords. This service is available in Student Center but legal service is not part of Housing Resource Center. Some examples of printout lists of available rentals are sent out to out-of-state-students. Referral service is not part of housing administration.

Description of student housing referral instrruments are available on request.

* **Western Oregon State College, Monmouth, OR (Ph#** 838-8311) Contact person is Ilia Thomas, Student Off-campus Referral Service: service sends new students a brochure of apartment rentals availabe in area. There is a call-in service and a list of available rooms and apartments at the office. Listings are updated every week. Referral service is not associated with housing admistration. Off-campus housing is said not to be a problem in the Monmouth area.

Description of student housing referral instruments are available on request. Note the following:

Pamphlet titled Off Campus Housing (checklist for facilities in apartments only)
Off Campus Housing booklet lists private sector housing vacancies (mostly apartments)

* **University of Portland, Portland, OR** (Ph# 283-7205), Christopher Rube is Housing Coordinator. Christopher maintains a book of listings on off-campus apartments, rooms, complexes. Listing form is filled in by landlords.

Description of student housing referral instruments are availabled on request.

* **Eastern Oregon State College, LaGrande, OR** (Ph# 963-1553). Contact person if Coral Ward in the Housing Office: Maintain minimal low-use referral service. Housing publishes a Fall booklet informing students looking for off-campus housing about finding rental apartments. The service has a call-in listing for landlords who wish to rent to students. The college makes no contract agreements with landlords and relinquishes all responsibilities for students renting off-campus. No non-discrimination forms. Description of student housing referral instruments are available on request. (Includes a *Student Guide to Off-Campus Housing)*

* **Southern Oregon State College, Ashland, OR** (Ph#482-6461). Contact person is Beverely Toll, Student Center Office. Beverely's Office does a summer-time only search for apartment rentals for students. She Posts listings on a board in the Student Center. Students make all contacts with landlords. Students wanting housing off-campus advertize in local newspaper; landlords call in to Beverely to list their available spaces. There are no guidelines or criteria for their service. No signed documents or contracts are made between the college and landlords. Service is not administered by housing department.

Description of student housing referral instruments are available on request.

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